

**Metropoint  
Electronic Tenant® Portal**

**Created on February 16, 2023**

## Amenities: Overview

Metropoint is host to a wide variety of amenities; most are located within the climate-controlled walkway and skyway system.

### Corporate Dining:

- Corporate Dining is located on the first level of Metropoint 600. It is a cafeteria-style restaurant, which is open for breakfast and lunch. Hours of operation are 7:00 AM to 1:00 PM Monday through Friday. Phone number is [\(952\) 545-2883](tel:9525452883). Hours are subject to change. A variety of hot and cold foods including soup, sandwiches, salad bar and grill items are available. You may access their website for the weekly menu hours and catering information.
- <https://metropoint.corporate-dining.com>

### Fitness Center:

- Located in the 600 Building, 2nd floor. Metropoint offers treadmills, ellipticals, stationary bikes, and a host of other equipment. Rate of \$20.00 per year for access. Visit the Security Desk to sign up.

### Lawn Games:

- Bocce ball, corn hole (bags), croquet, shuffleboard, frisbees, and footballs available. Visit the Security Desk to sign out items.

### Indoor Game Room:

- Foosball and shuffleboard available in the 600 Building Game Room along with a relaxed seating area. Game Room available to reserve after 2:00 PM via Tenant Center.

### EV Charging Station:

- Metropoint is pleased to provide tenants with access to Electric Vehicle charging stations in the 600 Building Parking Ramp main level. Metropoint offers 2 stations with a total of 4 charging ports.
- Rates: Free for the first 2 hours, \$3.00 per hour thereafter.

### Conference Rooms:

- Metropoint offers a variety of conference rooms available for reservation via Tenant Center. Refer to "Conference and Game Room Policies and Procedures" for additional information.

### Express Mail:

- There are two overnight Express Mail providers located within Metropoint - FedEx and UPS. Drop boxes are conveniently located in the lower level of 600, 400 & 300 Metropoint and the first floor of 435 Metropoint.

### Parking:

- Several different parking options are available to tenants at Metropoint. Covered parking is free and available in all four of the Metropoint buildings. Underground heated garage parking is available at the Metropoint 600 and 400 Buildings for a monthly fee; call the Cushman & Wakefield office at [\(952\) 546-8700](tel:9525468700) for further details.

### Storage:

- Storage space is available. Call the Cushman & Wakefield office at [\(952\) 546-8700](tel:9525468700) for availability and leasing information.

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# Emergencies: Bomb Threat

## Telephone Threat

All bomb threats must be taken seriously. Remain calm but act quickly. Most bomb threats are received by phone. If the caller is familiar with the building and specific about the location of the bomb, the call should be regarded with a high degree of urgency.

- If a threat is received in a note, handle the note as minimally as possible.
- If a threat is received by email, do not delete the message.
- If a threat is received by phone, try to keep the caller on the line and gather information.
- Call the Security Desk at [\(952\) 525-3554](tel:952-525-3554) to dispatch security. Building staff will search all public areas.
- If you cannot reach building security, call 911 immediately.

**Do not touch suspicious objects. Do not use two-way radios or cell phones as the signal could detonate a bomb. Do not discuss a bomb threat with anyone other than building security or police.**

## Suspicious Packages or Mail Bombs

Suspicious letters or packages may include some of the following characteristics, but keep in mind that the existence of one or more of these characteristics does not mean that the package is a harmful chemical or device.

### Signs of a suspicious letter or package:

- Incorrect, unclear, unusual or incorrectly spelled addresses
- No return address
- A letter that is too heavy or light in relation to size, or is lopsided
- Unusual, lumpy or inconsistent texture
- Visible leakage, stains or crystallization
- Articles that are visibly resealed or appear to have been tampered with
- Excessive securing material such as string or tape
- Wires that can be seen or felt

### If you receive a suspicious package or letter:

- **Contact the security desk at [\(952\) 525-3554](tel:952-525-3554) or 911.**
- Do not open the letter or package
- If the letter or package is already open and a substance has spilled out, do not attempt to clean it up
- Do not smell or sniff a substance of unknown origin
- Do not shake or empty the contents of any suspicious package or letter
- If possible, cover the envelope or package with a container
- List all of the people that were in the room or area when the suspicious package or letter was received
- Evacuate or seal the room or area where the suspicious letter or package is located
- Go to the closest available sink and wash your hands with soap and water

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## **Emergencies: Civil Disturbance**

Should a riot or civil disturbance start outside the Building, Security Officers will immediately lock all entrances to the building. The police will be notified and communication with tenants will be maintained.

If a disturbance should occur in the main lobby, all elevators will be turned off at the first floor and the police will be summoned.

## **Emergencies: Elevator Malfunction**

If you are in the elevator and it stops for no apparent reason, remember to remain calm. By using the call device within the cab Building Security will be alerted that the elevator is malfunctioning. The cab number and the specific floor on which it is stuck will also be identified. The Officer will establish two-way communication with occupants in the elevator until help has arrived.

In the event of a power outage, one elevator per building will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

**IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.**

## **Emergencies: Emergency Procedures Handbook**

[Click here to download Emergency Procedures Handout.](#)

## Emergencies: Evacuation

**In the event that you are advised to evacuate, please follow these instructions:**

- Close each door of your office as you leave.
- Proceed to the nearest fire stairwell and form an evacuation line. Do not attempt to use elevators—they are programmed to return to the ground level for use by the fire department.
- Proceed down the stairwell. Keep to the right so that emergency personnel can also utilize the stairwell.
- Speak to your Floor Captains to request assistance for any elderly or disabled people on your floor. Do not return to the building until instructed to do so by the fire department.
- Assemble in your pre-designated meeting area. Managers and supervisors will conduct attendance checks of their staff.

The maps below show the 1st floor evacuation route for each Metropoint building (300, 400, 435, and 600). If at any time an evacuation is required, remain calm.

- [Evacuation Elevations - 300](#)
  - [1st Floor Evacuation Map - 300](#)
- [Evacuation Elevations - 400](#)
  - [1st Floor Evacuation Map - 400](#)
- [Evacuation Elevations - 435](#)
  - [1st Floor Evacuation Map - 435](#)
- [Evacuation Elevations - 600](#)
  - [1st Floor Evacuation Map - 600](#)



## **Emergencies: Fire**

Metropoint Management Team works very closely with the local fire department to reduce the risk of fire at the Metropoint. State-of-the-art equipment has been installed to protect our tenants from fire hazards. Familiarize yourself with your evacuation route and the names of your Floor Captains. In the remote chance that a fire should begin, follow the procedures below:

### **In the Event of a Fire**

- Leave your area by using the designated evacuation route
- Follow the instruction of civil authorities, building personnel and Floor Captains

### **Upon Detection of a Fire**

- Remove yourself from afflicted areas of incident
- Immediately leave your area by using the designated exit route
- Close all doors behind you
- Pull the fire alarm box if the alarm is not already sounding and call building security to report the fire
- Take account of the staff that you are responsible for

## **Emergencies: Flooding**

In the event of a flood that may cause damage to tenant property or affect the normal operation of the building, designated tenant representatives will be contacted by Building Management personnel, regardless of the time of day.

The first priority is to ensure that no personal injury occurs as the result of a flood. The second priority is to discover the cause and prevent or minimize additional flooding.

Once the flooding has been contained, clean-up operations will be commenced. Tenants will need to contact their insurance carrier for any damage to their property.

## **Emergencies: HAZMAT Spill Emergency Plan**

**If there is a toxic spill or exposure, proceed immediately to an area where you are no longer exposed.**

- Call 911
- Provide the building's address, your floor and phone number
- Also what type of spill has occurred
- Take appropriate action to contain the hazard; close doors behind you, and always follow all safety procedures when working with toxic materials
- Contact Building Security at [\(952\) 525-3507](tel:9525253507) - They will assist in securing the area during throughout the hazard containment and remediation

## **Emergencies: Medical Emergency**

**In the event that an accident or illness befalls one of your employees, or a visitor to your office area, please:**

- Call Emergency Services at 911
- Provide the Emergency Dispatcher with the following information:
  - Your name
  - Your Building's name and address
  - Your specific floor number, and the exact location of the emergency
  - Any pertinent details of the accident or illness
  - Do not move the injured / ill person. Attempt to make them as comfortable as possible
  - If feasible, send someone to meet the emergency unit upon its arrival in the lobby
  - The emergency unit will be with you shortly and will administer all necessary medical assistance
- Call the Security Desk at [\(952\) 525-3507](tel:9525253507). Inform management that you have called 911 and briefly describe the nature of the emergency
- Determine, if possible:
  - Name, address and age of injured / ill person
  - The nature of the problem, as best you can surmise
  - All known allergies and current medications taken by the individual

Security personnel will do all they can to ensure the patient's comfort while awaiting the arrival of the medical rescue team. Although we assume no liability for our assistance, we strongly encourage Tenants and employees to become familiar with First Aid and protocol used to alert emergency services.

## Emergencies: Pandemic Preparedness

Businesses and employers can play a key role in preventing and slowing the spread of COVID-19 within the workplace. Employers' COVID-19 preparedness, response, and control plans should take into account workplace factors such as feasibility of social distancing in the workplace, ability to stagger employee shifts, degree to which employees interact with the public in person, feasibility of accomplishing work by telework, geographical isolation of the workplace, whether employees live in congregate housing, proportion of employees at increased risk for severe illness, policies regarding sick leave for staff, and priority for continuity of operations. Employers should also consider the level of COVID-19 disease transmission in their communities.

Businesses and employers are encouraged to coordinate with state and local health officials to obtain timely and accurate information to inform appropriate responses. Local conditions will influence the decisions that public health officials make regarding community-level strategies.

As an employer, if your business operations were interrupted, resuming normal or phased activities presents an opportunity to update your COVID-19 preparedness, response, and control plans. All employers should implement and update as necessary a plan that:

- Is specific to your workplace
- Identifies all areas and job tasks with potential exposures to COVID-19
- Includes control measures to eliminate or reduce such exposures

Talk with your employees about planned changes and seek their input. Additionally, collaborate with employees and unions to effectively communicate important COVID-19 information.

See the OSHA Guidance on Mitigating and Preventing the Spread of COVID-19 in the Workplace for more information on how to protect workers from potential exposures, according to their exposure risk. Plans should consider that employees may be able to spread COVID-19 even if they do not show symptoms.

All employers need to consider how best to decrease the spread of SARS CoV-2, the virus that causes COVID-19, and lower the impact in your workplace. This should include activities to:

- Prevent and reduce transmission among employees
- Maintain healthy business operations
- Maintain a healthy work environment

### Pandemic Flu Resources

There are many publicly available resources in place to help communities, companies and individuals plan for the pandemic flu outbreak:

- [Pandemicflu.gov](https://www.pandemicflu.gov) - This is the official U.S. Government site for information on pandemic and avian influenza. The material on this site is organized by topic for easy reference
- [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) - The CDC Web site is another primary source of information on the pandemic. Questions can be e-mailed to [inquiry@cdc.gov](mailto:inquiry@cdc.gov).
- [Department of Homeland Security \(DHS\)](https://www.dhs.gov) - DHS has a "Business Planning Guide," which is posted on the DHS home page and on [Pandemicflu.gov](https://www.pandemicflu.gov). Also, for business-specific questions, the DHS has created a mailbox for questions related to Pandemic Flu- [DHSPandemic@dhs.gov](mailto:DHSPandemic@dhs.gov).
- [BOMA Resources](#) - Security and Emergency Preparedness Information

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## **Emergencies: Power Failure**

All Metropoint Office Buildings and common areas are served by emergency generators. In the event of power failure, these generators will provide emergency power for certain basic building functions. Unless directed to do so, please remain in your offices during a power outage.

Emergency Functions Include:

- Activating emergency lights on each floor throughout the building, including all Exit signs
- Activating all stairwell lighting
- Activating the building's emergency Fire, Life and Safety Systems as well as the building's communication systems
- Recalling all elevators to the ground floor lobby (one elevator will remain operative for use by security to assist handicapped persons or to take service crews and equipment into the building, as needed)

## **Emergencies: Severe Weather**

When severe weather conditions become apparent, the U.S. Weather Bureau describes conditions by two (2) classifications: a Watch or a Warning. This applies to the reporting of severe thunderstorms, the approach of weather conditions favoring the formation of tornadoes, a hurricane condition, a winter storm condition, etc.

- A Watch becomes effective when atmospheric conditions are present that can produce the particular weather phenomenon
- A Warning means that the weather condition has been spotted and prompt action must be taken to enhance safety

**Except in very rare circumstances, the decision to evacuate the building based on the above weather reports will not be made by Building Management, but rather by each tenant.** However, in the event these conditions do exist, the following guidelines should be adhered to:

- Move away from outside windows - if the windows in your offices are supplied with blinds, close the blinds (this will provide protection from broken glass)
- Do not panic
- If evacuated, lock all desk drawers and take all items of value with you
- If evacuated, use a route that is in the building interior and stay away from large expanses of glass and windows
- Use the stairwells rather than the elevators
- If evacuated, do not return to your office until advised to do so

## **Introduction: Welcome**

We are pleased that you have selected Metropoint as the new home for your business. Welcome! The enclosed information was developed to provide you with more information and to answer some of the most frequently asked questions about the Metropoint complex. This package includes information on security, emergency evacuation procedures, cleaning services, building amenities, and area amenities. Please take the time to review the information and familiarize yourself with all that Metropoint has to offer.

Metropoint is managed by Cushman & Wakefield. Cushman & Wakefield is one of the largest commercial property management companies in the United States. The Metropoint staff is committed to the management and maintenance of Metropoint, and dedicated to quality customer service to you, our tenant.

We hope the enclosed information is helpful to you. If you have additional questions, please feel free to call us at [\(952\) 546-8700](tel:9525468700) or stop by our offices at Suite 200 in the Metropoint 600 Building. We look forward to meeting and exceeding your real estate needs now and into the future.



# Introduction: About Metropoint

## Building Addresses

*The official building addresses are as follows:*

- Metropoint 600:  
[600 Highway 169 South](#)  
[St. Louis Park, MN 55426](#)
- Metropoint 300:  
[300 Highway 169 South](#)  
[St. Louis Park, MN 55426](#)
- Metropoint 400:  
[400 Highway 169 South](#)  
[St. Louis Park, MN 55426](#)
- Metropoint 435:  
[435 Ford Road](#)  
[St. Louis Park, MN 55426](#)

## Building Hours

*The building hours are as follows:*

- Monday through Friday: 6:00 AM to 6:00 PM
- Saturday: 8:00 AM to 1:00 PM
- Sunday: Closed

## Location

Metropoint is located at the junction of Highway 169 and Shelard Parkway/Betty Crocker Drive just off Interstate 394. Downtown Minneapolis is approximately ten minutes away via eastbound Highway 55 or Interstate 394. The Minneapolis/St. Paul International Airport is approximately 20-25 minutes away via one of four routes:

- Interstate 394 eastbound to I-35W South to Crosstown/62 East
- Interstate 394 eastbound to Highway 100 South to either I-494 East or Crosstown/62 East
- Interstate 394 westbound to I-494 South
- Highway 169 southbound to either I-494 East or Crosstown 62 East

## Building Management:

Cushman & Wakefield, [\(952\) 546-8700](tel:9525468700)

Office Hours: Monday through Friday: 8:00 AM to 4:00 PM

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## **Operations: Building Management**

**Cushman & Wakefield:** [\(952\) 546-8700](tel:(952)546-8700)

**Office Hours:** Monday through Friday: 8:00 AM to 4:00 PM

# Operations: Holidays

## Holiday Procedures:

**The Management Office is closed on legal holidays with the following conditions in effect:**

- Maintenance staff will be off duty; however, a maintenance employee and supervisor are on call
- There is no janitorial service on holidays
- There is no heating, ventilation or air conditioning (HVAC) on holidays unless prior arrangements have been made
- The elevators and lobby doors will be on Security Operations

## Holiday Heating and Cooling Requests:

Requests for HVAC services on a holiday must be made 48 hours prior to the requested date. To make those arrangements, please call the [Management Office](#) at [\(952\) 546-8700](tel:9525468700).

## Holiday Observation Schedule:

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

## **Operations: Leasing**

The leasing company for 300, 400, and 435 Metropoint is [Colliers International](#), located at 4350 Baker Road, Suite 400.

**Listed below is the contact information for the authorized representatives:**

Kevin O'Neill      [952-897-7724](tel:952-897-7724)  
Michael Gelfman   [952-897-7875](tel:952-897-7875)

The leasing company for 600 Metropoint is [JLL](#), located at 250 Nicollet Mall, Suite 1000.

**Listed below is the contact information for the authorized representatives:**

Brent Robertson   [612-217-5132](tel:612-217-5132)  
Jon Dahl            [612-217-5130](tel:612-217-5130)  
Jessica Maidl      [612-217-6742](tel:612-217-6742)

## **Operations: Rent Payments**

### **ACH/EFT Payments:**

Please contact the [Management Office](#) for instructions to set up ACH/EFT electronic payments.

### **General Notes:**

To avoid delays in payment, please inform your accounts payable personnel the rent is due on or before the first day of each month of the lease term. Any payment not received after five days will be considered delinquent and subject to interest and late fees.

You will be sent a monthly statement for your rent and any other charges you may have incurred. Please remit the top portion of the statement to ensure proper credit to your account. If you do not agree with the balance due on your account, please contact the [Management Office](#).

## **Policies: General Rules & Regulations**

To the extent that there is any inconsistency between the provisions of the Lease and these Rules and Regulations, the provisions of the Lease shall control. For purposes of these Rules and Regulations, the term Tenant means Tenant and the employees, agents, visitors, or licensees of Tenant.

1. The sidewalks, walks, entries, corridors, concourses, ramps, staircases, escalators, and elevators shall not be obstructed or used by Tenant for any purpose other than ingress and egress to and from the Premises. No bicycle or motorcycle shall be brought into the Building or kept on the Premises without the consent of Landlord.
2. No freight, furniture or bulky matter will be received into the Building or carried into the elevators except as may be approved by Landlord. Any hand trucks, carryalls, or similar appliances used for the delivery or receipt of merchandise or equipment shall be equipped with rubber tires, side guards and such other safeguards as Landlord shall require.
3. Tenant shall not at any time or place, leave or discard any rubbish, paper, articles, or objects of any kind outside the doors of the Premises or in the corridors or passageways of the Building. No animals or birds shall be brought or kept in or about the Building except seeing-eye dogs.
4. Tenant shall not place, or cause or allow to be placed, any sign or lettering in the windows of the Premises. Tenant shall not place any sign or lettering in or about the Premises on multi-tenant floors which are visible from public lobbies or corridors except in and at such places as may be designated by Landlord and consented to by Landlord in writing. All lettering and graphics on corridor doors on multi-tenant floors shall conform to the standard prescribed by Landlord.
5. Canvassing, soliciting or peddling in the Building is prohibited and Tenant shall cooperate to prevent same.
6. Any person in the Building will be subject to identification by employees and agents of Landlord. All persons leaving or entering the Building shall be required to comply with the security policies of the Building. Tenant shall keep doors to unattended areas locked and shall otherwise exercise reasonable precautions to protect property from theft, loss, or damage. Landlord shall not be responsible for the theft, loss, or damage of any property.
7. Tenant shall not do any cooking (other than microwave heating of food for employees) or conduct any restaurant, luncheonette, automat, or cafeteria for the sale of food, or permit the delivery of any food or beverage to the Premises, except by such persons delivering the same as shall be approved by Landlord and only under regulations fixed by Landlord.
8. Tenant shall not without Landlord's prior written approval bring or permit to be brought or kept in or on the Premises any flammable, combustible, corrosive, caustic, poisonous, or explosive substance, or cause or permit any odors to permeate in or emanate from the Premises.
9. No additional locks or bolts of any kind shall be placed on any door in the Building or the Premises and no lock on any door therein shall be changed or altered in any respect without the consent of Landlord which shall not be unreasonably withheld. Any additional locks or bolts shall be consistent with Landlord's security system in the Building. If Landlord permits Tenant to have additional locks, Tenant shall furnish Landlord the keys and combination of such locks. Landlord shall furnish two keys for each lock on exterior doors to the Premises and shall, on Tenant's request and at Tenant's expense, provide additional duplicate keys. All keys shall be returned to Landlord upon termination of the Lease. Landlord may at all times keep a passkey to the Premises. All entrance doors to the Premises shall be left closed at all times and left locked when the Premises are not in use.
10. Tenant shall endeavor to give immediate notice to Landlord in case of theft, unauthorized solicitation or accident in the Premises or in the Building or of defects therein or in any fixtures or equipment, or of any known emergency in the Building.
11. The requirements of Tenant will be attended to only upon application at the office of Landlord in the Building. Employees of Landlord shall not perform any work or do anything outside of their regular duties, unless under special instructions from the office of Landlord.
12. No awnings, draperies, shutters, or other interior or exterior window coverings that are visible from the exterior of the Building or from the exterior of the Premises within the Building may be installed by Tenant except as otherwise provided for therein.
13. Tenant shall not make excessive noises, cause disturbances or vibrations or use or operate any electrical or mechanical devices that emit excessive sound or other waves or disturbances or create obnoxious odors, any of which may be offensive to the other tenants and occupants of the Building, and shall not place or install any projections, antennas, aerials or similar devices inside or outside of the Premises or on the Building other than in accordance with a written agreement of Landlord and Tenant.
14. The water and wash closets, drinking fountains and other plumbing fixtures shall not be used for any purposes other than those for which they were constructed, and no sweepings, rubbish, rags, coffee

grounds or other substances shall be thrown therein. All damages resulting from any misuse of the fixtures by Tenant shall be borne by Tenant. No person shall waste water by interfering or tampering with the faucets or otherwise.

15. Tenant shall, when using the parking facilities in and around the Building, observe and obey all signs regarding fire lanes and no parking zones, and when parking always park between the designated lines. Landlord reserves the right to tow away, at the expense of the owner of the vehicle, any vehicle which is improperly parked or parked in a no parking zone. All vehicles shall be parked at the sole risk of the owner of the vehicle, and Landlord assumes no responsibility for any damage to or loss of vehicles.
16. Landlord shall have the right to prohibit any advertising by Tenant which, in Landlord's opinion, tends to impair the reputation of the Building or its desirability for offices and, upon written notice from Landlord, Tenant will refrain from or discontinue such advertising. In no event shall Tenant, without the prior written consent of Landlord, use the name of the Building or use pictures or illustrations of the Building other than used in the ordinary course of business.
17. Tenant shall not mark, paint, drill into, or in any way deface any part of the Building or Premises. No coring, boring, driving of nails or screws, cutting, or stringing of wires shall be permitted, except with the prior written consent of Landlord, and as Landlord may direct. Tenant shall not install any resilient tile or similar floor covering in the Premises except with the prior approval of Landlord.
18. Tenant shall not use the Premises or permit the Premises to be used for photographic, multilith or multigraph reproductions, except in connection with its own business and no as a service for others, without Landlord's prior permission.
19. Tenant shall not use or permit any portion of the Premises to be used as an office for a public stenographer or typist, offset printing, the sale of liquor or tobacco, a barber or manicure shop, an employment bureau, a labor union office, a doctor's or dentist's office, a dance or music studio, any type of school, or for any use other than those specifically granted in this Lease.
20. Tenant shall not advertise for laborers giving the Premises as an address, nor pay such laborers at a location in the Premises.
21. Tenant shall at all times keep the Premises neat and orderly.
22. All telephone, cabling and electric connections which Tenant may desire shall be first approved by Landlord in writing, by contractors approved by Landlord and subject to the direction of Landlord. Landlord reserves the right to control access to telephone cabinets and limit access to vendors or contractors specified by Landlord. Tenant shall pay all costs in connection with installation of telephone cables and related wiring in the Premises, including, without limitation, any hook-up, access and maintenance fees. Upon expiration of the Term hereof, by lapse of time or otherwise, Tenant shall, if requested by Landlord at the time of installation, remove all telephone cables and related wiring installed by Tenant for and during Tenant's occupancy.

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# **Policies: Insurance Requirements**

## **Lease Information:**

A section of your lease agreement describes the insurance requirements for your leased premises.

## **COI Timeline:**

Please review these requirements with your insurance agent and provide the necessary Certificates of Insurance to Cushman & Wakefield at least ten days prior to your occupancy. Throughout the term of the lease, please ensure that a current certificate of insurance is sent 15 days prior to the expiration date.

## **Certificates of Insurance Should be Submitted to:**

[accounting@metropointmn.com](mailto:accounting@metropointmn.com)

Amanda Olson  
600 Highway 169 South, Suite 200  
St. Louis Park, MN 55426

## **300 Building Required Information:**

Certificate Holder:  
Metro Pointe 300 BH LLC  
Cushman & Wakefield U.S., Inc.  
600 Highway 169 South, Suite 200  
St. Louis Park, MN 55426

Description of Operations:  
300 Highway 169 South, St. Louis Park, MN 55426  
Metro Pointe 300 BH LLC and Cushman & Wakefield are included as additional insured.

## **400 Building Required Information:**

Certificate Holder:  
Metro Pointe 400 BH LLC  
Cushman & Wakefield U.S., Inc.  
600 Highway 169 South, Suite 200  
St. Louis Park, MN 55426

Description of Operations:  
400 Highway 169 South, St. Louis Park, MN 55426  
Metro Pointe 400 BH LLC and Cushman & Wakefield are included as additional insured.

## **435 Building Required Information:**

Certificate Holder:  
Metro Pointe 435 BH LLC  
Cushman & Wakefield U.S., Inc.  
600 Highway 169 South, Suite 200  
St. Louis Park, MN 55426

Description of Operations:  
435 Ford Road, St. Louis Park, MN 55426  
Metro Pointe 435 BH LLC and Cushman & Wakefield are included as additional insured.

## **600 Building Required Information:**

Certificate Holder:  
Equus Capital Partners Ltd  
Cushman & Wakefield U.S., Inc.  
600 Highway 169 South, Suite 200  
St. Louis Park, MN 55426



Description of Operations:

600 Highway 169 South, St. Louis Park, MN 55426

Interchange Investors LLC, Equus Capital Partners Ltd and Cushman & Wakefield are included as additional insured.

## **Policies: Moving Procedures**

- [Moving Procedures at Metropoint 300](#)
- [Moving Procedures at Metropoint 400](#)
- [Moving Procedures at Metropoint 435](#)
- [Moving Procedures at Metropoint 600](#)

## **Policies: Smoking**

### **Indoor Smoking Policy:**

All indoor common areas in Metropoint are considered by law to be NO SMOKING AREAS. Smoking is not permitted in the offices, lobbies, restrooms, stairways, corridors, and entryways. Designated smoking areas are located in each building.

### **Designated Smoking Areas:**

300 Metropoint:

- Effective September 2007, the designated smoking area at 300 Metropoint is the Northwest corner of the parking ramp on lower level.

400 Metropoint:

- Effective October 2007, the designated smoking area for 400 Metropoint is in the Southeast corner of the lower level of the parking ramp.

435 Metropoint:

- Effective September 2007, the designated smoking area for 435 Metropoint is in the Northeast corner of the parking ramp on ground floor.

600 Metropoint:

- Effective September 2007, the designated smoking area for 600 Metropoint is located on the 2nd level of the parking ramp, North of the building entry.

We ask that you obey the law by smoking only in the designated areas. Cushman & Wakefield has posted NO SMOKING signs in entranceways that will be monitored and enforced by Security and Maintenance personnel. Violators will be asked to comply with the law and our policies.

[Click here to download the above information.](#)

## **Policies: Tenant Improvement / Construction**

### **Tenant Improvement and Construction Approval:**

Any tenant improvement and construction, remodeling or electrical work performed after move-in must be approved in advance by the Landlord and coordinated through the [Management Office](#) to ensure that all work meets building safety and fire code requirements and maintains architectural quality control. All work must be permitted and inspected by applicable municipal inspectors.

If you are contemplating any such work, please involve Cushman & Wakefield as early as possible to reduce time loss and ensure expeditious completion of your plans.

### **Completed Work Without Approval:**

Any work initiated without the approval of the building owner is subject to removal at the tenant's expense. **This procedure is strictly enforced.** Both the building owner and the tenant may incur substantial risk if work does not meet all applicable legal requirements.

# Security: Overview

## 24/7 Monitoring:

Metropoint employs a contracted Security Service. For safety and security throughout the office complex, the uniformed security personnel are on duty 24 hours per day seven days per week throughout the year. An afterhours security escort to your vehicle is also available to Metropoint tenants; call Security at [\(952\) 525-3507](tel:952-525-3507) for more details.

There is a life safety sound system throughout Metropoint that is monitored 24 hours a day from the Security Desk in the lobby of the 600 building. From these monitoring panels, Security will be advised of the nature and location of a life/safety emergency in any of the buildings and will respond appropriately.

## Building Hours:

- Metropoint is open to tenants and their visitors Monday through Friday from 6:00 AM to 6:00 PM and Saturdays from 8:00 AM to 1:00 PM.
- Before and after business hours tenant and visitor access is controlled by Security and monitored by closed-circuit television cameras.

## Building Visitors:

Visitors to the Metropoint 600 Building must sign in at the Security Desk located directly off the entrance doors. A call is placed to the tenant for the visitor and asked to accept the visitor before access to the elevator is released. Visitors to all other buildings should be met at the door to the respective building and escorted to the suite by the tenant.

## Before / After Hours:

Following are procedures for tenant access before and after business hours to each building in Metropoint:

- **Metropoint 600**
  - All personnel needing access to their suite after hours must enter the building on the first floor and proceed directly to the Security Desk. At the Security Desk you will be required to sign in with the Security Officer and show identification before being allowed access to your suite. Upon showing the proper identification, the guard will release an elevator that will allow you to proceed to your desired floor.
- **Metropoint 400, Metropoint 435 & Metropoint 300**
  - Before and after business hours, tenants must enter their respective buildings with their building access cards.

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# Security: General Office Security

## Security Checklist

The following is a list of general office security suggestions, which are offered to you as an aid in establishing your internal security procedures:

- Restrict office keys to those who actually need them.
- Keep complete, up-to-date records of the distribution of all office keys.
- Establish uniform procedures for collecting keys prior to the termination of employees.
- Establish a rule that keys must never be left unguarded on desks or cabinets.
- Require that filing cabinet keys be removed from locks and placed in a secure location after opening cabinets.
- Prevent unauthorized personnel from reporting a lost key and receiving a replacement.
- Ensure that a responsible person is in charge of issuing all keys.
- Store keys systematically in a secured wall cabinet of either your own design or one that conforms to a commercial key control system.
- Insist on identification from repairmen who come to work in your office.
- Clear all desks of important papers.
- When working alone in the office at night, lock the front door to prevent anyone else from entering.
- Keep the police, fire department, and building security telephone numbers posted.
- Double check to see that all doors are securely locked before you leave.

## Suspicious Persons

If you see suspicious or offensive persons in the building, please call Security at [\(952\) 525-3507](tel:952-525-3507) immediately. If possible, make note of appearance, clothing, etc. in order to assist building security in locating them.

Please be aware of strangers in your Tenant areas and halls. Quite often a question such as "May I help you locate someone?" will be enough to deter a potential thief. Suspicious encounters of this type should be reported to the Office of the Building immediately.

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## **Security: Lost & Found**

Please contact the Security Office at [\(952\) 525-3507](tel:(952)525-3507) to claim items that have been lost or found in the buildings.

## **Security: Solicitation**

Solicitation is not permitted. If someone is soliciting in your suite, please notify the Security Office at [\(952\) 525-3507](tel:952-525-3507) and appropriate personnel will escort them off the premises.



## **Services: Cleaning Services**

### **Cleaning Schedule:**

All offices and common areas in Metropoint are cleaned each weekday evening to provide clean, healthy, and safe environments for tenants. Professional cleaners with well-trained staff clean each evening Monday through Friday beginning at approximately 4:00 PM and complete their work at approximately 1:00 AM.

### **Cleaning Procedures:**

The normal cleaning procedures include nightly cleaning of each tenant's space. The cleaning tasks include but are not limited to the following: empty all trash containers, vacuum and clean all carpeted surfaces, and lightly dust all open surfaces; however, areas that have personal property or items on them will not be dusted. In addition to the nightly cleaning, there are also scheduled weekly and monthly cleaning tasks as part of a comprehensive cleaning package for the entire property.

### **Enhanced Cleaning:**

Enhanced detailed cleaning is available through ABM Janitorial. Please call [\(612\) 363-4282](tel:6123634282) for more information.

### **Special Cleaning Requests:**

If you have special cleaning requirements, please contact the Cushman & Wakefield office at [\(952\) 546-8700](tel:9525468700) and necessary arrangements will be coordinated.

## Services: Conference Rooms

### Conference Room Usage and Reservation Procedures:

- Metropoint conference rooms are available free of charge, 6 days a week for conducting tenant business only.
- Conference rooms are reserved through Tenant Center, unless otherwise noted.
- Conference rooms can be booked up to forty-five (45) calendar days in advance.
- Metropoint tenants may make one conference room reservation per calendar year which exceeds the 45-day advance notice provision.
- Conference rooms are reserved on a first come, first served basis. Management reserves the right to limit number of reservations per tenant per month.
- Conference rooms in the 600 Building are locked at all times when not reserved. Each room is electronically unlocked 10 minutes prior to start of reservation and locked at the scheduled reservation end time. If time is needed to set up before and clean up after the meeting, please schedule the reservation time accordingly.

### 600 Building Conference Rooms:

- **Executive Board Room:** Is arranged with a conference table and chairs for 16 and cannot be re-configured.
- **Conference Room #2:** Is arranged in a standard classroom setting for 24 and cannot be re-configured.
- **Conference Room #3:** Is arranged in a standard classroom setting for 44 and cannot be re-configured.

### 600 Building Game Room:

- The Game Room (Work Hard Play Harder room) is available for reservations after 2:00 PM, Monday through Friday. Capacity of 35.

### 300 Building Conference Room:

- 300 Building – Lower Level: Is arranged with a conference table and chairs for 10 and cannot be re-configured. Contact the [Management Office](#) for reservation information.

### Conference Room Policies:

- Tenants using the conference and game rooms **may not move furniture** and are responsible for leaving the conference room neat and clean. If additional cleanup is required due to tenant's use of the room, tenant agrees to pay a cleanup fee of \$100.00.
- Internet and an overhead projector are available for use at no additional charge. Tenants are responsible for any damage to equipment or loss of the cables, and remote controls which the tenant must check out from the Security Desk prior to your scheduled meeting and returned.
- After hours heating, ventilation and cooling are available for conference room usage outside of building hours at the following rates (Request Form on page 18):
  - A/C: \$20.00 per hour plus a setup fee of \$35.00
  - Heat: \$25.00 per hour plus a setup fee of \$35.00
- Per the fire codes, entrance doors must not be propped open.

### Conference Room Seating and Amenities:

	Seating Capacity	Telephone Line	Projector	Internet Access	Podium
600 Metropoint: <b>Executive Board Room</b> Conference Room Seating	16	X	X	WiFi	
600 Metropoint: <b>Conference Room #2</b> Classroom Style Seating	24	X	X	WiFi	X
600 Metropoint: <b>Conference Room #3</b>	44	X	X	WiFi	X

Classroom Style Seating

600 Metropoint:

**600 Building Game Room** 35

Lounge Area Seating

300 Metropoint:

**Conference Room** 10

Conference Room Seating

WiFi

**For Event Catering:**

- Corporate Chefs:
  - Food Service Director
  - [metropoint@corporatechefs.com](mailto:metropoint@corporatechefs.com)
  - [\(952\) 545-2883](tel:(952)545-2883)

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# Services: Elevators

## Elevator Emergencies:

Though elevator incidents are extremely rare, it is most important to prepare for them. Remember to stay calm if you are temporarily trapped in an elevator. Metropoint Staff is prepared to assist you quickly and efficiently.

All elevator cars at Metropoint have direct communication to Metropoint Security via intercom system. All elevator cars also contain an alarm button. If there is an emergency and you want the elevator car to stop you may push the ALARM button and Security will respond.

If you are in the elevator and it stops for no apparent reason, remember to remain calm. By using the call device within the cab Building Security will be alerted that the elevator is malfunctioning. The cab number and the specific floor on which it is stuck will also be identified. The Officer will establish two-way communication with occupants in the elevator until help has arrived.

In the event of a power outage, one elevator per building will continue to operate using our emergency power generator. Should an outage occur, elevator lights will remain on, but the car itself will temporarily cease moving. Each elevator will return to the lobby, their doors will open, and they will remain inoperable until the power has been restored.

## Elevator Issue Response Checklist:

- Press the elevator intercom button once to communicate directly with Metropoint Security
- Stay calm and speak clearly into the intercom
- Provide the following information:
  - Building Name: 300, 400, 435, or 600
  - Elevator Car Number (located in the elevator near the push button panel)
  - Floor number (if possible)
- DO NOT leave the elevator car if the elevator stops between floors and the doors open
- DO NOT climb or jump to a floor above or below
- DO NOT pry the doors open. This may cause equipment damage and could prolong the entrapment of cause injury

IN THE EVENT OF A FIRE, ELEVATORS MUST NOT BE USED FOR EVACUATION. USE THE STAIRWELLS.

## Minor Elevator Issues:

Report all minor problems related to elevator service to Metropoint Security or [Management Office](#) at [\(952\) 546-8700](#).

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## Services: Fitness Center

The fitness center is located on the 2nd floor of the 600 Building and is available to all tenants and their employees. There are four treadmills, five elliptical machines, three stationary bikes and a full complement of resistance machines as well as free weights to accommodate your workout routine.

- [Click here to view the Metropoint Fitness Center Etiquette Form](#)
- [Click here to view the Metropoint Fitness Center Waiver Form](#)
- [Click here to view the Metropoint Fitness Center COVID-19 Waiver Form](#)

### Fitness Center General Information:

- Cardkey Access - Access card is programmed for one year
- \$20.00 Non-Refundable Annual Fee - Membership expires on anniversary date
- Cash or Check Only - No credit cards accepted
  - Make Check payable to Interchange Investors, Inc.
- \$25.00 non-refundable replacement fee for lost access card
- Access is for Metropoint tenants only
- Hours are 6:00 AM to 6:00 PM, Monday through Friday (may be closed mid-morning and mid-afternoon for enhanced cleaning)
- Lockers are for daily use only - remove personal possessions after workout session
- Member must have active access card in possession for Fitness Center entry

### Fitness Center Forms Required:

The following forms must be signed and returned to Security Desk before cardkey is given to tenant

- Metropoint Fitness Center Etiquette
- Waiver of Liability, Assumption of Risk and Indemnity Agreement
- Assumption of the Risk and Waiver of Liability Relating to Coronavirus/Covid-19

### Fitness Center Etiquette:

Maximize your enjoyment and efficiency when working out by following these guidelines:

- Clean Up After Yourself:
  - Always wipe equipment down with a handi-wipe when you are finished using it - dispensers are located throughout the fitness center
- Leave No Trace:
  - Return free weights and plates to their proper place when you are finished with them
- Keep It Down:
  - Unless there is an emergency, save cell phone usage for after your workout
- Machine Placement:
  - To keep cardio equipment in the proper working order, the machines must remain stationary - please refrain from moving equipment
- Television Stations:
  - Channels have been pre-selected for each television to offer the most popular programming for viewing during your workout - these channels are not to be changed
- Equipment Sharing:
  - Avoid monopolizing equipment and share with others so everyone can get a workout in

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# Services: Forms

## Forms & Helpful Downloadable Information:

- [Welcome to Metropoint](#)
- [Directory / Emergency Information Request Form](#)
- [Tenant Signage and Electronic Directory Form](#)
- [Metropoint Campus Map](#)
- [Building Information](#)
- [Rent Payment](#)
- [Tenant Insurance Requirements](#)
- [Rules and Regulations](#)
- [Tenant Center](#)
- [Tenant Center - Conference Room Reservations](#)
- [Tenant Center - Service Requests](#)
- [Metropoint Fitness Center Etiquette](#)
- [Metropoint Fitness Center Waiver](#)
- [Metropoint Fitness Center COVID-19 Waiver](#)
- [Conference and Game Room Policies](#)
- [Conference Room After Hours HVAC Usage](#)
- [Security](#)
- [Parking](#)
- [Parking Release and Waiver of Liability](#)
- [Mail Service](#)
- [Recycling](#)
- [Cleaning Services](#)
- [Elevators](#)
- [Amenities](#)
- [Area Restaurants](#)
- [Area Hotels](#)
- [Heating and Air Conditioning](#)
- [Holidays](#)
- [Tenant Improvement and Construction](#)
- [Smoking Policy](#)
- [Emergency Procedures Guide](#)
- [Evacuation Elevations - 300](#)
  - [1st Floor Evacuation Map - 300](#)
- [Evacuation Elevations - 400](#)
  - [1st Floor Evacuation Map - 400](#)
- [Evacuation Elevations - 435](#)
  - [1st Floor Evacuation Map - 435](#)
- [Evacuation Elevations - 600](#)
  - [1st Floor Evacuation Map - 600](#)
- [Moving Procedures at Metropoint 300](#)
- [Moving Procedures at Metropoint 400](#)
- [Moving Procedures at Metropoint 435](#)
- [Moving Procedures at Metropoint 600](#)

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## **Services: HVAC**

### **HVAC Hours:**

Heating and air conditioning comfort is provided per your lease agreement during business hours - Monday through Friday, 6:00 AM to 6:00 PM and Saturday from 8:00 AM to 1:00 PM, except [Holidays](#).

### **Thermostats:**

Thermostats are set and calibrated to maintain a reasonable comfort level in all areas of the building. Tenant adjustment of individual thermostats will result in inconsistent temperature control.

### **After Hours Heating and Cooling:**

After hours heating, ventilation and cooling are available for conference room usage after 6:00 PM weekdays or on weekends at the following rates ([Request Form](#)):

- A/C: \$20.00 per hour plus a setup fee of \$35.00
- Heat: \$25.00 per hour plus a setup fee of \$35.00

### **Blinds:**

Blinds have been installed as a building standard item for your convenience. These window coverings should remain closed during periods of direct sun to allow consistent temperature control.

## Services: Mail Service

### Incoming Mail

Incoming mail distribution is handled by the United States Postal Service for all four buildings in Metropoint. Contact the United States Postal Service regarding Saturday mail delivery.

### Outgoing Mail

Outgoing mail for Metropoint may be dropped into a mail drop box in each building as follows:

<u>Building</u>	<u>Drop Box Location</u>
600	Basement
400	Basement
300	Outside Mailbox - South Side of Building
435	1st Floor

There is also an outside United States Post Box located at the south corner of the 300 Building. The United States Postal Service picks up the mail from these locations at approximately 4:30 PM Monday through Friday.

### Additional Information:

For further information, please contact the United States Postal Service Golden Valley Branch, 7701 Golden Valley Road, Golden Valley, MN 55427, [\(952\) 285-5372](tel:952-285-5372).

### Express Mail:

- FedEx Drop Box
  - 400, 435, and 600 Buildings - Located in the basement/1st floor
- UPS Drop Box
  - 600 Building - Located in the basement

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## **Services: Maintenance Requests**

Please visit the [Tenant Center](#) to place a Service Request.

For instructions, please [click here](#).

# Services: Recycling

## Recycling Containers:

Metropoint has a recycling program in which all tenants are encouraged to participate. Two containers are supplied by the tenant and under the desk recycling boxes are provided by Cushman & Wakefield. Plastic, aluminum, and glass can be mixed and placed in one container while the second container is designated for recyclable paper products. Place tenant supplied containers in a centrally located area within your suite for cleaning personnel to empty nightly. Please note that cleaning personnel will not empty the individual desk recycle boxes. Instead, employees are asked to place recyclable paper products in their desk box and periodically empty that bin into the paper container within their suite.

## Metropoint Recycling Program Includes:

- Paper and Cardboard
- Glass, Cans and Plastics #1 - 7
- Batteries (collection bin at Security Desk)
- Electronics (for an extra fee)

## Recyclable Items:

- Mail and office paper
- Envelopes including those with windows, *excluding brown Kraft*
- File folders including manila & light colors, *excluding dark colors*
- Newspapers and ad inserts
- Magazines and small catalogs
- Adding machine paper
- Shredded paper
- Post-It Notes
- Coated paper including brochures and pamphlets
- Phone Books
- Colored paper
- Recycled paper
- All glass (any color)
- Aluminum cans
- All plastics #1-7

## Non-Recyclables:

- Carbon paper
- Wrapping paper
- Food related paper/cardboard
- Napkins/tissues/paper plates
- 3 ring binders
- Paper towel tubes
- Paper ream wrappers
- Pizza boxes
- Plastic bags
- Juice boxes

## Additional Notes:

- Paper with staples, paper clips, rubber bands, or scotch tape is also recyclable
- Lids can remain on bottles
- Rinse all items before tossing into recycling bin

## Cardboard Boxes:

Please place a trash sticker on any empty boxes and set them by your office trash/recycling and they will be disposed of that evening by the cleaning crew. If you have many boxes and do not wish to wait until that

evening, you may generate a work order in the Tenant Handbook program for cleaning to pick the boxes up before the evening clean up. If you run out of trash or recycle stickers you can generate a work order for cleaning, and they will drop some off for you.

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## **TECH: Electronic Tenant Portal**

The *Electronic Tenant® Web Portal* allows for quick, 24/7 access to vital property information. Here you will find detailed information on amenities, resources, preparedness, security, sustainability, policies & procedures and operations. This informational hub is also a central access point for all on-line services (i.e. work orders) associated with the property.

## TECH: On Demand

It's an on demand world. Need a ride? A reservation? Food delivered? Tickets? Click on the logos below. Any additional suggestions of local on demand services? Drop us a line.

The Uber logo, consisting of the word "Uber" in a light gray, sans-serif font.The Lyft logo, featuring the word "lyft" in a bold, lowercase, pink font.The StubHub! logo, with the text "StubHub!" in a blue, bold, sans-serif font inside a blue speech bubble shape.The OpenTable logo, with the word "OpenTable" in a light gray, sans-serif font.The Fandango logo, with a stylized orange "F" icon above the word "FANDANGO" in a blue, bold, sans-serif font.

## TECH: Tenant Center

*Metropoint wants to ensure you are kept in the know!*

# [Tenant Center Registration Video](#)

Tenant Center Access will allow you to:

- **Submit and track Work Orders, Amenity Reservations and Certificates of Insurance.** Note: Access to complete these options is based on the property's app subscriptions and may not be available for all tenants.
- **Customize** notification options - receive information via email and/or text!
- **View and manage** your contact information.
- **Sign-up for notifications** containing critical property information such as updated policies, security procedures, building closings, etc.!
- **Receive alerts** pertaining to the latest news about the surrounding area like weather and traffic conditions!
- **Stay current** and improve your involvement in crucial property initiatives like sustainability and preparedness campaigns!
- **Learn more** and take better advantage of the available amenities and affinity programs at your property!

Click on your Metropoint address from the buttons below to **SIGN-IN** or **SIGN-UP**:

[300](#) [400](#) [435](#) [600](#)

### Need Access?

1. Click on the "Request Account" link on the login page of the Tenant Center.
2. Enter your contact information and click "Submit". Your account request will then be sent to Management for review.
3. Once your request is approved, you will receive your login credentials via email. You can then login to the Tenant Center, update your password, and review and update your contact information and notification preferences.

### Download the App!

### *How to submit a Service Request:*

1. Select Service Request - Request Service;
2. Click the circle, or choose from the drop down menu the service type you are requesting;
3. Enter the location and a brief description relating to the request. Please enter any and all information that will assist management in locating and addressing the request.

[Tenant Center - Service Requests](#)

***How to submit a Reservation:***

1. Select Conference Room - Request Reservation;
2. Choose "Select" next to the room you would like to reserve;
3. Enter the details of your reservation.

[Tenant Center - Conference Room Reservations](#)

## [Help Center](#)

\*Requires being logged into the Tenant Center.

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## **TECH: TECH at the Property**

Technology is a significant component of the property's operations. This building deploys state of the art tools to foster more efficient operations, finger-tip access to information and services as well as timely and meaningful communications.

The use of technology at the property creates an enhanced tenant experience providing for a safer, more efficient, more productive, more enjoyable and sustainable environment.

The initiatives and applications in this chapter are in place at your property!

[Click here for the Building Calendar.](#)



## **TECH: Tenant Engagement / Property Messages**

Registered tenant users have the ability to set personal communication preferences for receiving important property messaging.

Preferences determine what information (amenity, emergency, sustainability, exclusive retail / restaurant offers, calendar events, etc.) users receive and how they are notified (email, text, desktop, mobile, etc.).

Preferences also allow users to determine message receipt by severity (*low, medium and high* level alerts).

### **Online Registration and Subscriptions:**

- Email Notification
- Instant Alert
- Building Calendar